

ABSTRACT

A method and system for routing incoming calls by assigning weights to the call. A method in accordance with an embodiment of the invention comprises receiving an incoming call, generating one or more prompts to solicit respective responses from the caller and receiving,
5 from the caller, the respective responses. The method further comprises assigning one or more respective weights to the call, the one or more respective weights corresponding to each of the one or more responses, processing the weights to determine one or more overall weights of the call, and routing the call to an appropriate location based, at least in part, on the overall weights of the call.